


ADOPTED

BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES

#14 FEBRUARY 8, 2011


SACHI A. HAMAI
EXECUTIVE OFFICER

Los Angeles County
Board of Supervisors

Gloria Molina
First District

Mark Ridley-Thomas
Second District

Zev Yaroslavsky
Third District

Don Knabe
Fourth District

Michael D. Antonovich
Fifth District

Mitchell H. Katz, M.D.
Director

John F. Schunhoff, Ph.D.
Chief Deputy Director

313 N. Figueroa Street, Suite 912
Los Angeles, CA 90012

Tel: (213) 240-8101
Fax: (213) 481-0503

www.dhs.lacounty.gov

*To ensure access to high-quality,
patient-centered, cost-effective
health care to Los Angeles
residents through direct services
at DHS facilities and through
collaboration with community and
university partners.*



www.dhs.lacounty.gov

February 08, 2011

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, California 90012

Dear Supervisors:

**APPROVAL OF AMENDMENT TO THE EQUIPMENT MAINTENANCE AND
REPAIR SERVICES AGREEMENT WITH STARTEL CORPORATION
(2 & 4 SUPERVISORIAL DISTRICTS)
(3 VOTES)**

SUBJECT

Request approval of Amendment to the existing Agreement with Startel Corporation for equipment maintenance and repair services at various Department of Health Services facilities.

IT IS RECOMMENDED THAT YOUR BOARD:

1. Authorize the Director of Health Services (Director), or his designee, to execute Amendment No. 1 to Agreement H-704344 with Startel Corporation (Startel), effective upon execution, to extend the term of the Agreement for the period of March 15, 2011 through June 30, 2014 for the continued provision of maintenance and repair services for telephone and voice mail systems at Harbor-UCLA Medical Center (H-UCLA MC), Long Beach Comprehensive Health Center (LB CHC) at the current Agreement rates, and add services at Rancho Los Amigos National Rehabilitation Center (RLANRC), with a maximum obligation of \$12,483 for the period March 15, 2011 through June 30, 2011 and an annual maximum obligation thereafter of \$42,214, with a total cost of \$139,125 for the extension period through June 30, 2014.
2. Delegate authority to the Director, or his designee, to increase the total maximum obligation of the above-mentioned Agreement by no more than 40 percent above the annual maximum cost, for a potential increase of \$55,650

through June 30, 2014, for equipment coming off warranty, and for emergency or unanticipated equipment maintenance and repair services.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

Startel is an Original Equipment Manufacturer (OEM) providing maintenance and repair of proprietary telephone and voicemail systems at Department of Health Services (DHS) facilities. Whenever possible, DHS contracts with OEMs to ensure that equipment, which uses proprietary technology performs in accordance with equipment specifications. Another benefit to contracting with OEM is the guarantee of faster access to OEM parts when repair services, especially for emergencies, are needed.

Approval of the first recommendation will allow the Director, or his designee, to execute an Amendment, substantially similar to Exhibit I, to the Agreement with Startel to continue maintenance and repair services of telephone and voice mail systems at various DHS facilities. The Agreement currently expires March 14, 2011. The Contractor has agreed to extend the Agreement through June 30, 2014 at the current Agreement rates for H-UCLA MC and LB CHC. RLANRC is currently paying for Startel services by using a Purchase Order (PO). By adding to the Agreement, RLANRC will be able to lock in the current rates through June 30, 2014. The proprietary Startel telephone system accepts and routes incoming calls to live staff, a generic automated answer, or voicemail; and initiates outgoing calls via local or long-distance lines.

The specific extension period is recommended in order to align the current expiration date with the June 30th expiration dates of other DHS equipment maintenance agreements. In order to effectively manage a high volume of equipment maintenance agreements, DHS has grouped them into two periods, those expiring on December 31st and on June 30th.

Approval of the second recommendation will allow the Director, or his designee, to increase the dollar amount up to 40 percent for the Agreement with Startel, if necessary, to cover equipment coming off warranty and emergency/unanticipated equipment maintenance and repair services. This delegated authority for Agreement increases is especially important when the contract amount is relatively small, since adding one piece of equipment may use up the entire 40 percent increase. DHS facilities will only request that equipment or services be added if additional services are needed. Therefore, the delegated authority is necessary to enable the Agreement to be amended timely to guarantee that the essential equipment is maintained appropriately to ensure that telephone services at DHS facilities are operational and meet accrediting agency regulations.

Implementation of Strategic Plan Goals

The recommended actions support Goal 4, Health and Mental Health, of the County's Strategic Plan.

FISCAL IMPACT/FINANCING

The cost of the Agreement for equipment maintenance and repair services for Fiscal Year (FY) 2010-11 is \$12,483, the annual maximum obligation is \$42,214, with a total maximum obligation of \$139,125 through June 30, 2014. The maximum obligations for each DHS Facility are identified on Attachment A.

The total potential increase under delegated authority for the Agreement for FY 2010-11 is \$4,993

and \$55,650 through June 30, 2014 and will be funded using existing resources.

Funding is included in DHS' FY 2010-11 Final Budget and will be requested in future fiscal years as necessary.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

On March 15, 2010, DHS executed an Agreement with Startel, the OEM, for the provision of maintenance and repair services for telephone equipment and voice mail systems at H-UCLA MC and LB CHC, effective March 15, 2010 through March 14, 2011, with a maximum obligation of \$29,404. Your Board delegated authority to DHS on June 7, 2006 to execute new Agreements, with individual maximum amounts not to exceed \$100,000, for a period of one year for ongoing equipment maintenance services that were provided under POs. This action was necessary to ensure that critical equipment maintenance services could continue uninterrupted when the services were expected to exceed the \$100,000 limit on POs for services. The current Startel agreement was executed under this delegated authority.

The Agreement with Startel contains all of your Board's required provisions. The County may terminate the Agreement with 10 days prior written notice. DHS has determined that this is not Proposition A agreement because the services provided are intermittent and highly specialized. Therefore, the County's Living Wage Program (County Code Charter 2.201) does not apply.

County Counsel has reviewed and approved Exhibit I as to use and form.

CONTRACTING PROCESS

Not applicable.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

Approval of the recommendations will allow DHS to ensure the ongoing maintenance and repair services for facility equipment.

The Honorable Board of Supervisors

2/8/2011

Page 4

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Mitchell Katz". The signature is written in a cursive, flowing style.

Mitchell H. Katz, M.D.

Director

MHK:jc

Enclosures

c: Chief Executive Office
County Counsel
Executive Office, Board of Supervisors

DEPARTMENT OF HEALTH SERVICES
STARTEL CORPORATION
Equipment Maintenance & Repair Services Agreement

DHS Facilities	FY 10-11 (3/15/2011 - 6/30/2011)	FY 11-12	FY 12-13	FY 13-14	TOTAL 3/15/2011- 6/30/2014
H-UCLA MC	\$5,042	\$17,051	\$17,051	\$17,051	\$56,195
LB CHC	\$3,653	\$12,353	\$12,353	\$12,353	\$40,712
RLANRC	\$3,788	\$12,810	\$12,810	\$12,810	\$42,218
Maximum Obligation	\$12,483	\$42,214	\$42,214	\$42,214	\$139,125

PREVENTIVE MAINTENANCE AND REPAIR SERVICES

AMENDMENT NO. 1

THIS AMENDMENT is made and entered into this ____ day of _____, 2011,

by and between

COUNTY OF LOS ANGELES
(hereafter "County"),

and

STARTEL CORPORATION
(hereafter "Contractor").

WHEREAS, reference is made to that certain document entitled, "PREVENTIVE MAINTENANCE AND REPAIR SERVICES AGREEMENT", dated March 15, 2010, and further identified as County Agreement No. H-704344 thereto (hereafter referred to as "Agreement"); and

WHEREAS, it is the intent of the parties hereto to extend the term and make other changes described hereinafter; and

WHEREAS, Agreement provides that changes in accordance with Paragraph 16, ALTERATION OF TERMS, may be made in the form of a written amendment which is formally approved and executed by the parties.

NOW, THEREFORE, the parties agree as follows:

1. This Amendment shall become effective upon execution.
2. Exhibits B-1 and B-2 shall be deleted in their entirety and replaced by the revised Exhibits B-1 and B-2 dated March 15, 2011. Exhibit B-3 shall be added.
3. Agreement Paragraph 1, TERM, shall be deleted in its entirety and replaced with the following:

"1. TERM: The term of this Agreement shall commence on March 15, 2010, and shall continue in full force and effect to midnight June 30, 2014, unless sooner canceled or terminated as provided herein."

4. Subparagraph B of Agreement Paragraph 4, BILLING AND PAYMENT, shall be deleted in its entirety and replaced with the following:

"B. Contractor shall bill Harbor-UCLA Medical Center (Harbor) and Long Beach Comprehensive Health Center (Long Beach), c/o Head, General Accounting Unit, P.O. Box 479, 1000 West Carson Street (Bldg. D3.5) Torrance, CA 90509; and Rancho Los Amigos National Rehabilitation Center (Rancho), Attention: General Accounting, SSA Building Room 2208, 7601 E. Imperial Highway, Downey, CA 90242, hereunder according to the terms set forth in the payment requirements of said Exhibits B-1, B-2 and B-3."

5. Subparagraphs B and C of Agreement Paragraph 5, MAXIMUM OBLIGATION OF COUNTY, shall be deleted in their entirety and replaced with the following:

"B. The maximum obligation of County for all services provided hereunder shall not exceed Twelve Thousand, Four Hundred Eighty-Three Dollars (\$12,483) effective March 15, 2011 through June 30, 2011.

C. The annual maximum obligation of County for all services provided hereunder shall not exceed Forty-Two Thousand, Two Hundred Fourteen Dollars (\$42,214) effective July 1, 2011 through June 30, 2014.

D. During the term of this Agreement, the Director may amend this Agreement if additional maintenance and repair services are needed and may increase the annual maximum obligation by no more than forty percent (40%) for

unanticipated maintenance and repair services and if equipment is added/
removed to/from any Medical Facility."

5. Except for the changes set forth hereinabove, Agreement shall not be
changed in any respect by this Amendment.

/

/

/

/

/

/

/

/

/

/

/

/

/

/

/

/

/

/

/

/

IN WITNESS WHEREOF, the Board of Supervisors of the County of Los Angeles has caused this Amendment to be executed by its Director of Health Services, and Contractor has caused this Amendment to be executed in its behalf by its duly authorized officer, the day, month and year first above written.

COUNTY OF LOS ANGELES

By _____
Mitchell H. Katz, M.D.
Director of Health Services

STARTEL CORPORATION
Contractor

Signature

By _____
Printed Name

Title _____
(AFFIX CORPORATE SEAL)

APPROVED AS TO FORM
BY THE OFFICE OF THE COUNTY COUNSEL

Startel Corporation
 Harbor-UCLA Medical Center
 Effective 03/15/12 through 06/30/14
Preventive Maintenance and Repair Services

Basic Maintenance Services	Annual Cost
Startel 5700 System	\$12,242
Maintenance Covers:	
24 Hour phone and remote support	
Advance replacement parts and parts repair (excluding keyboards, cables, adapters, connectors)	
Software releases	
On-Site discounts	
Trilogue 2500 System Voice Processor	\$1,967
Total Annual Cost for Services*	\$14,209
Reserve Funds	\$2,842
Total	\$17,051

* Contractor shall invoice quarterly in arrears for services provided

Equipment List		
ACD Telephony Subsystem		
1	Bank of Digital Switching	
48	Telephony Ports	
40	Loop Trunk Ports	
8	DID Trunk Ports	
DP Text Processing Subsystem:		
02	9 GIG Hard Disk Drives with disk redundancy	
01	Removable Disk Media Back-Up	
01	Pentium Processor	
16	Data Ports	
Additional Application Software:		
	Workstation Module	
Additional Equipment:		
04	Operator Positions, Keyboards & Operator console	
02	Administrator Workstations with Keyboards	
01	Auto Answer Box	
01	Alpha page Modem	
01	Night Bell	
01	System Printer	
01	System Power Line Conditioner	
Call Answer Mode Software Transporter Configured with:		
01	Port of Fax	
01	Port of Email Message Delivery	
01	PS2 Keyboard & Mouse	
01	Tower PC	
	2.6 GHZ Pentium 4 Intel Mother Board with CD Rohm	
	512 Memory, 80 Gig SATA Hard Drive	
	USB Port, LAN Connection	
Trilogue 2500 System Voice Processor:		
08	Port Trilogue Auto Attendant System	
08	Hours Memory	

Startel Corporation
 Long Beach Comprehensive Health Center
 Effective 03/15/12 through 06/30/14
Preventive Maintenance and Repair Services

Basic Maintenance Services	Annual Cost
Startel 5700 System	\$8,327
Maintenance Covers:	
24 Hour phone and remote support	
Advance replacement parts and parts repair (excluding keyboards, cables, adapters, connectors)	
Software releases	
On-Site discounts	
Trilogue 2500 System Voice Processor	\$1,967
Total Annual Cost for Services*	\$10,294
Reserve Funds	\$2,059
Total	\$12,353

* Contractor shall invoice quarterly in arrears for services provided

Equipment List		
ACD Telephony Subsystem		
1	Bank of Digital Switching	
32	Telephony Ports	
16	Loop Trunk Ports	
16	DID Trunk Ports	
DP Text Processing Subsystem:		
02	9 GIG Hard Drives with redundancy	
01	Removable Disk Media Back-Up	
01	Pentium Processor	
16	Data Ports	
Additional Equipment:		
04	Operator Positions, Keyboards & Operator console	
02	Administrator Workstations with Keyboards	
01	Auto Answer Box	
01	Alpha page Modem	
01	Night Bell	
01	System Printer	
Trilogue 2500 System Voice Processor:		
08	Port Trilogue Auto Attendant System	
08	Hours Memory	

Startel Corporation
Rancho Los Amigos National Rehabilitation Center
Effective 03/15/12 through 06/30/14
Preventive Maintenance and Repair Services

Basic Maintenance Services	Annual Cost
5700T5 System with 3 Licensed Positions*	\$8,842
Maintenance Covers:	
24 Hour phone and remote support	
Advance replacement parts and parts repair (excluding keyboards, cables, adapters, connectors)	
Software releases	
On-Site discounts	
VoiceProcessor with 24 Ports	\$1,968
Total Annual Cost for Services**	\$10,810
Reserve Funds	\$2,000
Total	\$12,810

* Any additional Licenses added shall be billed @ \$30.00 per license per month

** Contractor shall invoice quarterly in arrears for services provided

Equipment List		
ACD Telephony Subsystem		
72	Telephony Ports	
56	Loop Trunk Ports	
16	DID Trunk Ports	
06	ACD Licenses w/2lineTelsets	
01	Extended Cable Run	
06	Workstation Module	
03	Startel PC Keyboard	
04	Agent Consoles	
DP Text Processing Subsystem:		
02	02 36 GIG or higher Hard Disk Drive with disk redundancy	
01	01 Removable Disk Media Back-Up	
01	01 Pentium Processor	
16	16 Data Ports used to provide:	
	Data access for the Operator Workstations	
	System Printer	
	Remote Diagnostics	
	Serial Data Connectivity to the System	
Existing Application Software:		
	PC Connect Software	
	Directory Software	
	ID Software	
	If/Locates Software	
	Messaging Software	
	Meet Me Page	
	Real Time Statistics	
Additional Application Software:		
	On Call Scheduler	
	System Activity Monitor – Plus	
	Fax Delivery	
	Workstation Module	
Additional Components:		
02	Short Haul Modems	
01	Night Bell	
01	System Printer	
01	System Power Line Conditioner	

01	ACD Basic Spares Kit including:	
	01 - Switch ACD CPU	
	01 - BIC Card	
	01 - CMI Card	
	01 - Switch Card	
	01 - Power Panel	
	01 - DID Card	
	01 - Loop Card	
	Voice Processor/Auto Attendant:	
01	Voice Processor / Auto Attendant	
24	Ports with digital connection	
02	Hot Swappable Hard Drives (for mirrored redundancy)	
01	CD ROM Drive (for Backups and Archives)	
01	Remote Diagnostics	
01	CD/Internet Delivery	
01	Operatorless Paging	
01	NEC Protocol Converter	